



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Wabash Telephone Cooperative, Inc.**  
**for quarter ending March 31, 2009**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.32	4.01	4.55	3.96
B. Operator Answer Time - Information [730.510(a)(1)]	4.71	4.16	3.82	4.23
C. Repair Office Answer Time [730.510(b)(1)]	0.00	36.00	36.00	24.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.00	36.00	36.00	24.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.83	1.21	0.87	0.97
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

The repair office answer time for January is zero because the data I needed was not available. However our answer time has been running around 36 seconds pretty much consistently



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